CHAPTER 8

CONCLUSION AND FUTURE SCOPE

8.1 Introduction

This chapter concludes the research and recommended certain direction to work in future. The objective of this chapter is to discuss the conclusion part of the research. In the present research there are certain solutions are recommended for the organizational issues discussed in the current research. Additionally, the limitation can be overcome in the future to make the results more generalized.

8.2 Conclusion

In conclusion, this research has revealed that how socio-demographic characteristics and ethical ideology would affect the job stress, job satisfaction and turnover intention. In addition this research reported that how emotional intelligence can moderate the different relationship of dependent and independent variables. Previous few studies reported some relationship between constructs as discussed in preceding chapters, but this research is unique due to there being different constructs explored at single point of time and given the importance of ethics and emotional intelligence with respect to different organizational outcomes used in this research as dependent variable, which was unexplored till now.

Human resource practitioners make use of the EPQ in selection and placement decisions to identify applicants who are more prone to an ethical ideology and subsequently more likely to recognize ethical issues and establish ethical intentions, thus promoting an ethical ideology among employees (e.g., adherence to codes of ethical conduct and policies). Present study revealed that Indian retail employees have given preference to personal ethical ideologies thereby decreasing the turnover intention and henceforth organizations, could be able to promote ethical ideology mindset. Human resource professionals may also implement training and mentoring programs that provide formal and informal opportunities for sales employees to become sensitized to various ideological proclivities, better aware of the elements comprising the ethical perspective of a situation, and well-versed in positive social, professional, and organizational norms. Organizations should make systematic strategies to enhance ethical sensitivities, which may contribute to expand the default mindset used by sales
employees related to purely financial or non-ethical concerns. In foreign countries, strategies related to training, rewards, punishments, reporting requirements, transparency policies, compensation systems, are formulated keeping in view of ethical conduct in the organization. In turn, this may impetuous decline in the frequency of unethical behaviors, a decrease in unnecessary costs and turnover, and an increase in job satisfaction and positive organizational culture.

In summary, this study provides helpful results which imminent towards the combined effects of ethical ideology, and socio demographic characteristics in an organization to determine the importance of these constructs for handling job stress, job satisfaction and turnover intentions. Collectively, they are mechanisms by which an organization can encourage individual ethical reasoning. As a result, the findings have theoretical and practical implications for researchers examining the ethical ideologies and socio demographic characteristics in an organization to manage human resource. Further, it is useful to study business ethics in different countries to understand the factors and consequences of ethical behavior from an international and cultural, perspective. This issue is likely to gain increased attention by educators and organizational practitioners in the coming years.

8.3 Directions for future research

Since only one ethics scenario i.e. individual ethical ideology was used in this study, future research may use multiple vignettes to collect information from professional sales employees. Future research should also seek to identify other relevant individual, situational, and environmental factors that simultaneously influence the steps of ethical reasoning. Most of the organizations create their own ethical ideology, which may conflict with individual ethical norms; therefore, this conflict can be included in further investigation. This study does not include religion, as demographic characteristics can be included in further studies.

This study is “correlational” in nature. Thus, it gives the opportunity for the researcher to examine the effect in longitudinal study. This study based largely on aggregate measures. However, it opens a line of inquiry on whether these results are valid when only those operating in particular industries which are surveyed. A related issue concerns the possible presence of other individual characteristics e.g., age, gender, and years of business experience that could affect the relationship between the two variables investigated. For example, it would be important to examine differences between future managers and younger managers with
more extensive work experience. Fourth, the variables investigated in the study are not meant to be complete or exhaustive. For example, the dependent variable (i.e. job stress) is only one of several possible organizational outcomes. Other variables that future research can focus on include staff motivation, employee’s commitment, and organization culture. Even some sociological dimensions can be studied with reference to ethical ideology and job stress.

Future research should examine the relations of socio-demographic variables, job stressors and trait EI over time in order to address issues of consistent relationship. Secondly, our study relied on the sample of north India. Future studies that include some other population of India. In addition, future research should include other individual differences (cultural diversity, religion and regional influence).